

**Professional Standards Education Seminar (Four House Class) NETAR, Tennessee**  
**by Diane K. Disbrow, GRI, CRS, CRB, ABR, RSPS, SRS, SFR, SRES, e-Pro®, RENE, PSA**

10 minutes	Due Process	Define the concepts of due process and its importance in Code Enforcement procedures. Students will understand that due process is a basic right of parties to a hearing and the process of conducting a hearing within the boundaries of fundamental fairness	Lecture
15 Minutes	The Role of the Grievance committee	Understand the role of the Grievance Committee in processing ethics complaints and arbitration request .Students will understand the steps in processing written submissions to the Grievance Committee to determine if the complaint meets the standards set out by the procedures and will understand the difference between the Grievance Committee as the screening committee and the Professional Standards committee as the decision making committee	Lecture
20 Minutes	Grievance Committee Ethics Case Study	Practical application of the Grievance Committees Role. Students will be given case studies and will be required to determine whether the complaint should be forwarded for a professional standards hearing.	Group exercise
15 Minutes	Grievance Committee Arbitration scenarios	Practical application of the Grievance Committee Role in determining arbitrability of a complaint. Students will be given two requests for arbitration to determine whether a complaint is arbitrable or not and whether it would be classified as mandatory or voluntary	Lecture , Case Study – group discussion
15 minutes	Findings of Fact	Understand the importance of writing a succinct findings of fact as well as appropriate sanctions	Lecture
20 minutes	Break		
35 Minutes	Findings of Fact Exercise	Upon conclusion of watching a mock hearing of an ethics complaint, students will be able to describe the proper way to conduct a hearing using the procedural guide and how to handle objections, introduction of evidence and witnesses.	Lecture, Mock Hearing

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25 minutes	Writing the Decision	Practical application of writing the findings of an ethics hearing and determining the appropriate sanctions if a violation is found	Group Discussion
10 minutes	Hearing Panel Checklist	Understand the importance of being prepared for a hearing, appropriate conduct for panelists.	Lecture
10 minutes	Procuring Cause	Understand the factors and guidelines panelists use in determining procuring cause	Lecture
20 minutes	Procuring Cause Scenarios	Given interactive learning method students will review the scenarios and consider what types of questions they would ask the parties.	Group Exercise
10 minutes	Alternative Dispute Resolution	Understand the importance of resolving disputes through the ombudsman program or mediation.	Lecture
35 minutes	What did we learn today	Testing the knowledge of the Professional Standards Process to test the student's knowledge to gain a better understanding of the entire process with respective roles of Grievance Committees, Hearing Panels and Board of Directors	Game Show. Five teams competing against each other with audience observation and discussion
240 minutes	Four hour class		